

M E M O R A N D U M

**To:** Glenna Henson , Cluster Manager  
Workforce Service Offices  
Merced #0520 and Los Banos #0521

**Date:** June 24, 2009

**File No.:** 74:RG:14

**From:** Ernesto Magaña  
Employment Development Department

**Subject:** **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2008-2009  
MERCED AND LOS BANOS WORKFORCE SERVICE OFFICES  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the results of the California Monitor Advocate Office's (MAO) Migrant and Seasonal Farmworkers (MSFWs) on-site annual review of the Merced and Los Banos Workforce Service (WS) offices. Rebeca Guerra, Associate Monitor Advocate, conducted this annual review on April 28, 2009 through April 30, 2009. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFWs.

The MAO conducted this annual on-site review under the authority of all related Federal Regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFWs.

We collected information for this report by examining the Merced and Los Banos WS office provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed the Merced and Los Banos WS office management and staff.

Our annual monitoring review revealed the following findings:

**Finding 1:** During the pre-site review analysis, we noted that the Merced and Los Banos WS offices submitted a total of nine DE 8151H Monthly Outreach reports from July 2008 through March 2009 to the MAO. Six Monthly Outreach reports were submitted untimely.

**Citation:** Outreach Manual Chapter 08-00-00 and 20 CFR 653.107(n)

**Recommendation:** The MAO recommends that the Merced and Los Banos WS offices make every effort to submit the DE 8151H Monthly Outreach reports to the MAO by the fifth working day of the following month by e-mail or mail as required by the MSFW Outreach Manual and Federal Regulation.

**Finding 2:** During the pre-site review analysis, we noted that the Merced and Los Banos WS offices submitted a total of nine DE 8151G complaint logs from July 2008 through March 2009 to the MAO. Six complaint logs were submitted untimely.

**Citation:** JS Complaint System Manual Chapter 08-00-00, Reporting Summary

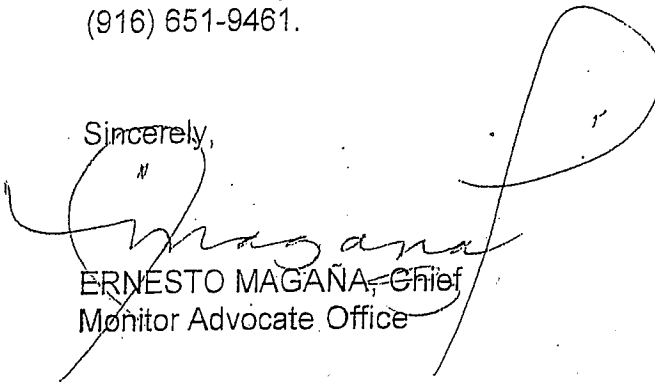
**Recommendation:** The MAO recommends that the Merced and Los Banos WS offices make every effort to submit the DE 8151G complaint logs to the MAO by the fifth working day of the following month by e-mail or mail as required by the JS Complaint System Manual.

On June 5, 2009, we mailed you a Draft Monitoring Report providing you 15 days to submit your rebuttal to the findings we assessed, citations we referenced, and recommendations we offer for correction of the findings. Because we did not receive a response by June 22, 2009, we hereby release this as the final report.

Ms. Glenna Henson  
June 24, 2009  
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Rebeca Guerra at (916) 651-9461.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ernesto Magaña", is written over the typed name. The signature is fluid and extends across the line of the name.

ERNESTO MAGAÑA, Chief  
Monitor Advocate Office

cc: Diane Ferrari, Division Chief  
Terri Thompson, Regional Manger